

# Signs of Intoxication

## *On-Premise*



On-premise locations, as compared to off-premise locations, have a much easier time determining intoxication in their customers. Servers have an extended period of time in which to make that determination. They have the added benefit of being able to observe changes in a customer's behavior as well as look for visible signs of intoxication.

Here are some signs of visible intoxication, which can be used when trying to determine if you should serve or not.

Loud Speech	Bravado, boasting	Overly animated/entertaining
Boisterous	Overly friendly	Drinking alone
Drinking too fast	Ordering doubles	Careless with money
Annoying other guests	Complaining about prices	Urging others to drink
Argumentative	Aggressive or belligerent	Complaining about drink strength
Obnoxious or mean	Crude behavior	Making inappropriate comments
Inappropriate sexual advances	Foul language	Making irrational statements
Depressed or sullen	Crying or moody	Radical changes in behavior
Speaking loudly, then quietly	Drowsy	Bloodshot, glassy eyes
Slurred speech	Difficulty remembering	Slow response to questions
Spilling drinks	Rambling conversation	Trouble counting money
Loss of thought	Mussed hair	Clumsy, uncoordinated
Difficulty standing up	Falling asleep	Lack of focus/eye contact
Unusual gait/stumbling	Bumping into things	Swaying, staggering
Unable to sit straight in chair	Falling down	Disheveled clothing

If you suspect a customer is **actually, apparently or obviously** intoxicated, do not serve them. Remember that purchasing alcohol is not a right—it is a privilege and you have the right to refuse to serve.

## IF IN DOUBT, DON'T SERVE!